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April 21, 2004

Mary L. Cottrell, Secretary  
Department of Telecommunications and Energy  
One South Station  
Boston, MA 02110

Re: Investigation by the Department of Telecommunications and Energy into the Bay State Gas Company, Blackstone Gas Company, Boston Edison Company d/b/a NSTAR Electric, Boston Gas Company d/b/a KeySpan Energy Delivery, Cambridge Electric Light Company, Colonial Gas Company d/b/a KeySpan Energy Delivery, Commonwealth Electric Company d/b/a NSTAR Electric, Essex Gas Company d/b/a KeySpan Energy Delivery, Fitchburg Gas and Electric Light Company, Massachusetts Electric Company/Nantucket Electric Company, NSTAR Gas Company, New England Gas Company, and Western Massachusetts Electric Company, 2003 Service Quality Report, filed pursuant to *Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.T.E. 99-84, (June 29, 2001)*, D.T.E. 04-12, 04-14, 04-15, 04-16, 04-17, 04-18, 04-19, 04-20, 04-21, 04-22, 04-23, 04-24, 04-25.

Dear Ms. Cottrell:

Enclosed for filing please find an original and seven (7) copies of the Attorney General's Comments together with a Certificate of Service.

Very truly yours,

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Wilner Borgella, Jr.  
Assistant Attorney General  
Office of the Attorney General

WB/wb

Enc.

cc: Jody Stiefel, Hearing Officer (w/enc.)  
Service List (w/enc.)